SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
SEPTEMBER 05, 2001

Agenda Items

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Operating Plan Update (Griffin)
- ?? Update on SCIP (Centeno)
- ?? SC HQ Web Coordination Action Followup Discussion (CIAG)
- ?? CIO Centralization Proposal (Griffin)

Action Items

Previous Action Items	Status
Offer a briefing to Rick Borchelt on the SC Intranet Portal Project.	Hughes and Centeno will offer briefing once SCIP is in Production
Check with Rick Borchelt to see if he would like to participate in the Query and Reporting User Acceptance Testing.	Completed. Borchelt will participate.
Provide input to Rick Borchelt on: ?? Who in each organization works on Web pages ?? SC's three best sites and the three that need the most improvement ?? Areas of need for professional development resources ?? What is needed to establish/improve coordination among SC webmasters ?? Story ideas for SC-1 Web site	CIAG members will provide input to Pat Rice individually, and she will consolidate and forward to Rick Borchelt.
Investigate the issues related to establishing a career ladder or other rewards for performance of web site duties.	Pat Rice will follow up with Borchelt and Alleva.
Prepare e-mail to all in SC re network problems affecting workstation speed.	Completed. Message was sent to all users on August 31.
Schedule discussion of CIO centralization of IT Services for 9/5 CIAG meeting.	Completed. Placed on September 5 agenda.
Provide new SCIP User Acceptance Training and pilot dates.	Rollout of new projects will be delayed until current network problems are resolved. Will provide status at September 12 CIAG meeting.

New Action Items from September 5, 2001 CIAG Meeting	Assigned To
Consolidate CIAG member input to Rick Borchelt, and forward.	Rice
Provide update on new SCIP User Acceptance Training and pilot dates (if appropriate).	Centeno
Fax copy of DOE HQ CIO Centralization Plan to Peggy Burris and Steve Buswell.	Griffin

Additional Discussion

Support Center Items

Brent Baker indicated that Verizon is scheduled to install lines for streaming media in the video teleconference rooms in the near future . Once these connections are made and the workstations are installed, users will be able to view media from remote locations (conferences, Webcasts, presentations, etc).

Operating Plan Update

Ted Griffin noted that a draft Operating Plan based on an $8 million budget is being prepared and that revisions will be made as necessary when more information on the FY02 budget is available. Because he believes it could be some time before even a portion of the IT Centralization Services Proposal is put into effect, he plans to proceed with the current SC Strategic and Operating Plans as they stand. Griffin expects to have a strawman Operating Plan available for review by the middle of September.

Update on SCIP

Kathi Centeno reported that Rollout of new applications will be delayed until current network problems are resolved. The latest status will be provided at the September 12 CIAG meeting.

SC HQ Web Coordination Action Followup Discussion

CIAG members noted that some of the input for Rick Borchelt had been provided to him (i.e., the list of SC Webmasters). Further comments will be provided to Pat Rice, who will consolidate them and forward them to Rick Borchelt.

CIO Centralization Proposal

Dick Yockman provided copies of the *Information Technology Centralized Services Proposal for DOE Headquarters* dated September 4, 2001. The paper, prepared at the direction of the Deputy Secretary, proposes to centralize under the CIO all IM/IT services except for those related to program specific system development. He also reported on a meeting on September 4 between SC-65 and DOE HQ CIO staff. Yockman and Griffin felt that the plan was not well thought out, and that many questions remained about the substance and timing of the proposal. Yockman and Griffin will continue to update the CIAG as they learn more.

Proposed 9/12/01 Meeting Agenda

?? Review of Previous Action Items (Rice)
?? Support Center Items (Baker)

?? August Performance Measures (Griffin)
?? Survey on Performance Measures Related to Overall Customer Satisfaction (Griffin)
?? Operating Plan Update (Griffin)
?? CIO Centralization Proposal Update (Griffin)
?? Update on SCIP (tentative) (Centeno)

Meeting Attendees

Name		Organization	Contact Information
Burris-Co-Chair	**Peggy**	**SC-1 & 5**	**6-7265**
Rice–Exec. Sec	**Pat**	**SC-65**	**3-4556**
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Clay	Mitzi	SC-65	3-3717
Farrand	Sue	SC-65	3-1884
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Priebe	Anne	SC-65	3-2449
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563
Yockman	Richard	SC-65	3-3394